

One-Stop Delivery System Policy

Reference:

Workforce Investment Act of 1998, Section 121, 134; Federal Register/Vol. 65, No. 156/Friday, August 11, 2000; Nebraska's Five-Year Integrated State Plan (7/1/12 – 6/30/17); American Job Center Brand Policy.

Background:

On August 7, 1998, President Clinton signed the Workforce Investment Act of 1998 (WIA), comprehensive reform legislation that supersedes the Job Training Partnership Act (JTPA) and amends the Wagner-Peyser Act. The WIA reformed federal job training programs and created a new, comprehensive Workforce Investment system.

Action:

After the 10 day public review period, this policy is considered final. Questions and comments should be submitted in writing to Stan Odenthal, Policy Coordinator, stan.odenthal@nebraska.gov.

Policy:

The design of the local area's One-Stop delivery system, including the number of comprehensive centers and the supplementary arrangements, must be described in the local plan and be consistent with the Memorandum of Understanding (MOU) executed with the One-Stop partners.

The ~~reformed~~ Workforce Investment system is intended to be customer focused, to help Americans access the tools they need to manage their careers through information and high quality services, and to help U.S. companies find skilled workers.

This Workforce Investment Act (WIA) holds seven key principles:

1. Streamlining services
2. Empowering individuals
3. Universal access
4. Increased accountability
5. Strong role for local Workforce Investment Boards and private sector
6. State and local flexibility
7. Improved youth programs

The establishment of a One-Stop delivery system for workforce development services is a cornerstone of the reform contained in Title I of WIA. The Act mandates that each local WIA area has at least one physical comprehensive full-service One-Stop site. As established in the State's American Job Center Brand Policy, the sites identified as comprehensive will be called "American Job Centers." One-Stop is described as a seamless system of service delivery that is created through the collaboration of entities responsible for administering separate Workforce Investment, educational and other human resource programs and funding streams (referred to as One-Stop partners). It is designed to enhance access to the programs' services and improve employment outcomes for all individuals.

Title I of WIA assigns responsibilities at the local, state, and federal level to ensure the creation and maintenance of a One-Stop delivery system that enhances the range and quality of workforce development services that are accessible to individuals seeking assistance.

While each local area must have at least one comprehensive center (and may have additional comprehensive centers), WIA Section 134(c) allows for arrangements to supplement the center through additional sites to support universal access of services to the customer.

These arrangements may include:

- A network of supplementary sites that can provide one or more partners' programs, services, and activities at each site
- A network of One-Stop partners through which each partner provides services that are linked, physically or technologically, to a supplementary site that assures individuals are provided information on the availability of core services in the local area
- Specialized centers that address specific needs, such as those of dislocated workers

Objectives of the One-Stop system include:

1. Universality

All population groups will have access to a wide array of job seeking and employment development services regardless of their eligibility for specific categorical programs. One-Stop centers, serving both employers and job seekers, will offer a range of services based on individual need.

2. Customer Choice

Job seekers and employers may go to any location. The centers will be customer- driven, allowing the job seeker and employer customers to select services appropriate to their individual needs and interests. The centers will be flexible and sensitive to customers' requirements and satisfaction.

3. Service Integration

Services will be seamless to the customer. There will be integration of planning, design, and service delivery across existing multiple funding streams and programs. There will be reduced duplication of effort in providing service to the customer.

4. Accountability (Performance Outcomes)

Centers will be judged by clear, measurable outcomes designed around customer needs. Future funding will be based on success in meeting the expectations of customers.

Criteria for Nebraska's Comprehensive Full-Service and Supplementary One-Stops

One-Stop centers and supplementary sites are encouraged to conduct a local certification process coordinated by the local Workforce Investment Board or committee designated for the oversight of the One-Stop. The Nebraska Department of Labor (NDOL) will ensure minimum criteria and coordinate with the local Workforce Investment Board staff to monitor the legislative requirements.

The design of the local area's One-Stop delivery system, including the number of comprehensive centers and the supplementary arrangements, must be described in the local plan and be consistent with the Memorandum of Understanding executed with the One-Stop partners.

Elements of a comprehensive One-Stop center:

1. Core services are made available from mandated partners Monday through Friday (minimum of 40 hours per week). Core services are delivered by: collocating personnel at the center, cross-training of staff, or through a cost reimbursement or other agreement between service providers at the comprehensive One-Stop center and the partner. It will be described in the MOU. If an individual seeks core services at the One-Stop center rather than at the partner's

site, they should be made available to him or her without referral to another location. Services may be made available by the provision of appropriate technology if the previously mentioned methods are inappropriate for the customer. It is preferred and recommended that every effort possible be made toward the direction of collocation for the service to be delivered directly. If the service is conducted by telephone or Internet, such service will be provided in such manner at the comprehensive site.

2. Universality is one of the key principles of both the One-Stop concept and WIA. Universality will ensure all individuals have access to the system regardless of their background or current status.
 - Information and services should be provided in a manner that is appropriate for the needs of the community. It is expected the One-Stop system will take into account the uniqueness of their customers, including languages spoken.
 - Centers must be organized to address the individual customer's needs and tailored to include labor market information, common intake and eligibility determination for workforce training and service, assessment of needs, continuous and centralized case management, individual referral to education and skill training, and supportive services.
 - Multiple methods are in place to provide information on accessing services not available onsite.
 - Center staff will have the expertise and professionalism to be flexible with all customers that enter, through the center or electronically, in order to meet the local needs of both employers and customers.
 - The location and physical layout must be convenient and easily accessible for all customers.
3. Services will be integrated, to the extent possible, which will ensure a seamless system of service delivery, enhancing access to all programs.
4. Programs and services will complement each other rather than be duplicated.
5. The site will be electronically connected with NEworks, the State case management and reporting system. This allows for common intake, integrated case management/reporting, and LMI information. The connectivity will also enhance the coordination between the comprehensive site and the supplementary site.
6. A full functioning resource area is available to allow customers to be self-sufficient in their employment and training search. Individuals who are primarily seeking information and do not need direct, one-on-one assistance do not need to be registered. However, when an individual seeks more than minimal assistance from staff, then registration must take place.
7. A common area for center staff is strongly encouraged to eliminate duplication of equipment in providing services and increase customer usage space, for example, fax and copy area, and breakroom.
8. Conference rooms/areas should be shared for multiple functions, should accommodate employer functions in the center as well as, but not limited to, staff meetings and trainings that occur from all residents of the center, and employer functions, for example, interviewing, training, orientations meetings, and assessments.
9. Since NEworks is an integrated case management system, entry may happen when an individual applies for any service on the MIS. This method of sharing information is a seamless system of service delivery which (through the collaboration of entities responsible for separate workforce development funding streams) enhances access to services and improves outcomes for individuals seeking assistance.
10. It is encouraged that a business customer area is made available and staffed to accommodate the unique needs of business customers. This space could include computer access for applicant search, LMI access, or other needed programs the One-Stop negotiates with the

employer community. In addition, space could be allowed for interviewing, group orientations, testing, and or assessments.

11. An express desk should be available and located in a customer-convenient area to eliminate long lines, but to take care of the quick pick-up/drop-off situations that occur.
12. The One-Stop center is encouraged to coordinate services with local area childcare providers, transportation services, as well as the Corporation for National and Community Service.
13. Three levels of service should be considered when designing the comprehensive One-Stop center to be offered to both job seekers and employers:
 - **Level One (Core Services)** – Services are offered on a self-service basis to large numbers of customers at their own self-direction. While the assistance of the One-Stop staff may be necessary for some services, the services are designed to be used by the general public with a minimum of assistance. Information technology linkages may allow services to be available at affiliate locations or through the Internet.
 - **Level Two (Core Services)** – Services offered are brief in duration and “lite” intensity. Lite services are designed to meet specific types of customers’ needs with a moderate impact on job center resources. Some services may require registration or program approval, but the services are designed for broad groups of customers. These services may be offered at supplementary sites.
 - **Level Three (Intensive Services)** – Services offered are individualized or specialized in nature for job seekers and employers with more intensive needs for service. The services generally require a significant investment of resources. The job seeker services may have eligibility requirements and utilize individual case managers. The employer services include specialized types of workforce development and rapid response components.
14. Required American Job Center partners and the entities that carry out the programs as referenced in Sec. 121(b)(1) are:
 - Adult, Dislocated Worker, and Youth Activities under WIA Title I
 - Employment and Training Programs, Veterans, Indian and Native American Programs, Migrant and Seasonal Farm Worker Programs, and Job Corps
 - Employment Services.
 - Adult Education and Literacy
 - Postsecondary Vocational Education
 - Vocational Rehabilitation
 - Welfare-to-Work
 - Title V of the Older American Act
 - Trade Adjustment Assistance
 - Community Services Block Grant
 - U.S. Department of Housing and Urban Development Employment and Training Programs
 - Unemployment Insurance

Other entities that carry out a human resource program, including federal, state, or local programs, and programs in the private sector, may serve as additional partners in the One-Stop system if the local board and chief elected official(s) approve the entity’s participation. These programs may include:

- TANF programs authorized under Part A of Title IV of the Social Security Act
- Employment and training programs authorized under the Food Stamp Act of 1977
- Work programs authorized under the Food Stamp Act of 1977
- Programs authorized under the National and Community Service Act of 1990
- Other appropriate programs, including programs related to transportation and housing
- Local areas are authorized to add additional partners as local needs may require

15. **Core Services** as referenced in Sec. 134(d)(2), must be available to individuals who are adults or dislocated workers through the One-Stop delivery system and must, at a minimum, include:
- a. Determination of whether an individual is eligible to receive assistance under WIA Title I
 - b. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system
 - c. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs
 - d. Job search and placement assistance, and where appropriate, career counseling
 - e. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in such labor market areas
 - Information on job skills necessary to obtain the jobs described in clause (i)
 - Information relating to local occupations in demand and the earnings and skill requirements for such occupations
 - f. Provision of performance information and program cost information on eligible providers of:
 - training services as described in Sec. 122, provided by program
 - youth activities described in Sec. 123
 - adult education described in Title II
 - postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.)
 - vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)
 - g. Provision of information regarding how the local area is performing on the local performance measures and the One-Stop delivery system in the local area
 - h. Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate
 - i. Provision of information regarding filing claims for unemployment compensation
 - j. Assistance in establishing eligibility for:
 - Welfare-to-Work activities authorized under Sec. 403(a)(5) of the Social Security Act available in the local area
 - Programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area
 - k. Follow-up services, including counseling regarding the workplace for participants in workforce investment activities that are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate
16. Resource areas must be special-needs considerate, allowing for coordination among partners and the operator to supply information and equipment that will have the most effective utilization to meet the needs of the community and surrounding area. The following are examples of what would, at a minimum, be available at a local One-Stop center:
- *Self-help modules:*
 - Limited computer training
 - Locally-developed labor market information and employment opportunities
 - Self-assessment/Career decision-making information
 - Software
 - Books
 - Videos
 - Staff expertise
 - Workshops

- *Job Search/Interviewing information:*
 - Software
 - Books
 - Videos
 - Staff expertise
 - Workshops
- *Career exploration:*
 - General occupation
 - High tech occupations
 - Business occupations
 - Environment occupations
 - Health occupations
 - Job seeking skills workshops
- *Directories/General reference*
- *School/Educational information:*
 - College guides
 - High school/GED information
- *Other/Miscellaneous:*
 - Newspapers
 - Business and trade magazines
 - Self-directed interest, skills, and personality assessments – both paper/pencil and computerized versions
 - Career exploration and job search videos
 - Telephones, fax machines, copiers
 - Personal computers
 - Word processing services
 - Employer listings
 - Temporary employment opportunities
 - Full Internet connection
- *Consumer reports*
- *One-Stop performance information*
- *Complaint and grievance procedures*
- *Surveys are made available for customers to complete for feedback*
- *Initial assessments*
- *Eligibility determination*
- *Outreach and intake (job and career fairs)*
- *Initial assessment of skill levels*
- *Job search and placement assistance*
- *Employment statistics*
- *Follow-up services*

Intensive Services

Intensive services as referenced in Sec. 134(d)(3) must be provided to adults, dislocated workers and, at the discretion of the local Workforce Investment Boards, may be provided to disadvantaged and out-of-school youth that also qualify as adults, who:

- Are unemployed and are unable to obtain employment through core services;
- Have been determined by a One-Stop operator to be in need of more intensive services in order to obtain employment; or
- Are employed, but who are determined by a One-Stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

Such intensive services may include the following:

- a) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - Diagnostic testing and use of other assessment tools
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- b) Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- c) Group counseling
- d) Individual counseling and career planning
- e) Case management for participants seeking training services
- f) Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training

Training Services

Training services as referenced in Sec. 134(d)(4) must be provided to adults and dislocated workers, who:

- Have met the eligibility requirements for intensive services and ~~who~~ are unable to obtain or retain employment through such services
- Have been determined, after an interview, evaluation, assessment or case management, as appropriate, by a One-Stop operator or One-Stop partner, to be in need of training services and has the skills and qualifications to successfully participate in the selected program of training services
- Select programs of training services that are directly linked to the employment opportunities in the local area involved, or in another area in which the adults or dislocated workers receiving such services are willing to relocate
- Are determined to be eligible in accordance with the priority system

Qualifications for Individuals:

- a) Requirement - Except as provided in clause (b), provision of such training services must be limited to individuals who:
 - Are unable to obtain other grant assistance for such services, including federal Pell grants established under Title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); or
 - Require assistance beyond the assistance made available under other grant assistance programs, to pay the costs of such training, including federal Pell grants. Program operators and training providers must consider the availability of Pell grants and other sources of financial training assistance and must coordinate available funds to pay for training and avoid duplication of payments.
- b) Reimbursements - Training services may be provided to an individual who otherwise meets the requirements while an application for a federal Pell grant is pending. If the Pell grant is subsequently awarded, the training provider must reimburse the program operator the WIA training funds in the amount the Pell grant covers. The individual may retain that portion of the Pell grant budgeted for education-related expenses.

Provider Qualification - Training services must be provided through providers identified in accordance with the State's "Eligible Training Provider Policy."

Training Services - Training services may include:

1. Occupational skills training, including training for nontraditional employment
2. On-the-job training
3. Programs that combine workplace training with related instructions, which may include cooperative education programs
4. Training programs operated by the private sector
5. Skill upgrading and retraining
6. Entrepreneurial Training
7. Job readiness training
8. Adult education and literacy activities
9. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.
10. English as a second language

Supplementary Site

A supplementary site is a physical location where one or more WIA identified partners are located and providing core services for their programs and providing access to NEworks. This site should also have staff available to provide assistance to customers who may have questions or need direction on other programs and services not located at the supplementary site. Local Workforce Investment Boards are encouraged to require a minimum of five partners at a supplemental site. WIA requires states and communities to integrate multiple workforce development programs and resources for individuals at the "street level" through a user-friendly One-Stop delivery system.

A supplementary site will be affiliated with the comprehensive, physical One-Stop site within that Workforce Investment Area of the state. The appropriate level of services should be provided in order to meet the local area's economic, employment, and training needs of the local area.

The supplemental site must have at a minimum the following elements:

- Integrated core services provided by one or more of the mandated partner programs
- A network of One-Stop partners providing services linked through the site where individuals may access information on the availability of core services in the local area
- Be electronically connected NEworks to allow for common intake, integrated case management/reporting, LMI information, and enhanced coordination with the comprehensive site
- Full-functioning resource area

Specialized centers or sites may be established or connected electronically in order to address the unique needs of dislocated workers and Nebraska's special populations.